IBM

IBM **Enterprise Content Management** software

EDAC Systems, Inc.
CaseFLOW®

Partner Solution

- **Target Industry**

  Government

  Law Enforcement

- **Business Applications**

  Evidence Management

  Investigative Case Management

- **Products**

  IBM Business Analytics

  IBM Case Manager

  IBM Content Analytics

  IBM eDiscovery Analyzer

  IBM eDiscovery Manager

  IBM FileNet Content Manager

EDAC
Systems, Inc.

Business Challenge

In an era of widespread budget cuts, law enforcement agencies have fewer people to handle heavier case loads. This can result in ineffective documentation of criminal cases and tainted evidence handling – which in turn subjects the department to increased media scrutiny and a public outcry that justice is not being served.

Often, investigative problems arise from manual processes that are based on paper documents and inadequate filing systems. Without a fail-proof system in place, documents can be incorrectly filed or lost; in the bigger picture, they can not easily be cross referenced or leveraged for statistical analysis. Physical evidence presents another challenge – a breach in the chain of custody can have a serious effect on the outcome of an investigation and can result in poor arrest-to-conviction ratios for the department.

Automated processes are a necessary step toward controlling access to case information, tracking evidence and improving efficiencies through federated searches. But case management solutions for law enforcement have typically been fragmented and limited in function, creating the need for multiple systems that often don't share information. The technology needed for criminal investigations in the twenty-first century must be able to consolidate information from disparate sources into a single point of reference. It should be designed to manage the entire case and all related activities – including evidence tracking – from the initial investigation through prosecution and the judicial process.

Solution

EDAC's CaseFLOW solution provides law enforcement and government agencies with an unprecedented amount of flexibility in investigative case management. This scalable solution consists of an integrated suite of Web-based applications that are powered by the IBM suite of enterprise content management (ECM) products for case management, content analytics and information discovery. It is unique in its completeness – every function of investigative case management is supported, including:

- Full evidence documentation, using barcodes, RFID, etc. for inventory control. All movement is date/time stamped.

- Mobile and off-line capabilities to maintain chain of custody. Field agents enter information onsite and encrypt it; then upload to the main database when they return to the station. Critical case information is available in the field via wireless device.

- Full case visibility with a single point of reference. CaseFLOW contains an out-of-the-box relational database that allows you to collect structured and unstructured text, graphics, audio, video, etc. It also supports a comprehensive federated search capability.

- Secure collaboration and controlled access to secure investigative data, with audit trails to ensure data integrity. You'll know at a glance which data was accessed, and what was changed – by whom and when.

- Real-time analysis and reporting, through comprehensive, configurable, and metric-driven analytical dashboard displays. It offers an enterprise view of tips and leads, investigations, and incidents surrounding high-value targets or locations – so you can easily identify patterns of incidents or criminal activity.

Value Proposition

CaseFLOW's fully integrated suite of applications supports every aspect of the investigative process. By eliminating manual processes and/or multiple information systems with fragmented capabilities, CaseFLOW will streamline the flow of case information, allowing an investigative unit to work a greater number of cases without adding more staff. Its reporting capabilities also provide law enforcement with more "situational awareness" and the opportunity to make a greater impact on public safety through statistics and trends regarding criminal activity in the community.

However, the real ROI on CaseFLOW may not be measured by the time and money it saves for the department, but by how many criminals are taken off the street, due to its' information analysis and evidence tracking capabilities. By establishing an evidentiary chain of custody, a perpetrator will not be able to evade prosecution because of a break in that chain. Upgrading the quality of, control over, and access to investigative information not only makes the unit more efficient, but can improve arrest-to-conviction ratios and the public's perception of the unit. There may also be an opportunity to increase forfeiture revenues as a result of these efficiencies.

Company Description

EDAC Systems is a woman-owned, small business that specializes in document management and case management solutions for government agencies and commercial companies. It has won many industry awards in its 20-year history.

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